

inside

san josé

A City of San José Publication

Spring/Summer 2001

Enthusiasm for parks and libraries leads to big vote for improvement bonds



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San José City Council

Ron Gonzales	Mayor	277-4237
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Forrest Williams	District 2	277-4282
Cindy Chavez	District 3	277-5231
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Ken Yeager	District 6	277-5166
David D. Cortese	District 8	277-5242
John Diquisto	District 9	277-5275
Pat Dando	District 10	277-5251

You're Invited to Meetings

The San José City Council meets at 1:30 p.m. every Tuesday, and at 7 p.m. on the first and third Tuesdays of the month.

The San José Redevelopment Agency meets every Tuesday following City Council meetings. All meetings are held in the Council Chambers at San José City Hall, 801 N. First St.

Meetings can also be viewed on the web at:

www.ci.san-jose.ca.us

or on the City's cable TV station,

Channel 37A

Stay tuned ... and stay connected.



On the cover:
Library Commission chairman Ernest Guzman reads with his daughter, Angelique, at the Empire branch library.

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In this, our second issue of *Inside San José*, you will find several stories about improvements the City is making in how we provide services to our customers — the residents of San José. Some of these are internal changes affecting how we deliver services. We are making a concerted effort to streamline services, be more efficient and cost-effective, and to respond to the concerns and requests of our residents. Other improvements are more visible — new tot lots or branch libraries coming soon to neighborhoods throughout San José.

We're proud of the fact that our customer-focused approach is paying off, both with positive feedback from our residents (see *Quality of Life*, page 3) and voter support at the polls (see *Improvement Bonds*, page 4). Among our latest efforts to make City information and services easily accessible to the public, we have opened a new Customer Service Call Center (see *Taking Service to a New Level*, page 9) where knowledgeable staff are ready to respond to your questions and concerns every day of the week. We've supplemented the Call Center with InfoLine, a new service which provides easy telephone access to recorded information about City services and has convenient fax-back capabilities. Call InfoLine at (408) 277-8500.

Feedback from you, our residents, is one of the best ways we have of knowing whether we are on track in serving your needs. This is, after all, the reason city government exists. When the premier issue of *Inside San José* was mailed last November, your response was overwhelmingly positive. Some of you expressed concerns about problems that need to be addressed: airport noise, traffic congestion, and pedestrian safety, to name a few. Others offered thoughtful suggestions for future issues, wanting to know more about construction throughout the City, roadway improvements, recycling, and volunteer opportunities. We will do our best to incorporate your ideas into future issues of *Inside San José* or to use them as we evaluate new ways to improve the services we deliver.

I hope you'll find this edition of our community newsletter to be both useful and informative. You'll see future issues in your mailbox twice each year in the spring and fall. We trust it will become a valuable resource you look forward to receiving.

San José City Manager

Information In Other Languages

This publication can be made available upon request in alternative formats such as Braille, large print, audio-tape or computer disk. Requests can be made by calling (408) 277-4000 (Voice) or (408) 998-5299 (TTY).

Para recibir esta información en español,
llame (408) 277-4000.

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để được bản thông
tin này bằng tiếng Việt.

San José residents say they enjoy good quality of life

At the City of San José, one way we make sure we are delivering the services that are most important to our residents is through surveys where we ask you to rate how we're doing as a City.

In a community survey conducted in November 2000, nearly 70% of residents rated the quality of life in San José as good or excellent, and 68% rated the physical condition of parks, residential properties and trees in their neighborhood as good or excellent.

"While the survey results generally show residents think San José is a good place to live and they are happy with police and other City services, we recognize

there is still room for improvement," said City Manager Del Borgsdorf.

"In recent years, the City has actively asked residents their opinions to be sure we are responsive to what they most need and want for a great community," Borgsdorf added.

It's all part of the City of San José commitment to improving the way we do business and aligning services with community expectations.

The 2000 City of San José Community Survey will be a benchmark to measure performance and track improvements so we can do a better job serving our customers.

See *Quality of Life*, page 10

Top Issues for San José

- Traffic Congestion
- Housing Costs
- Growth and Development

Quality of Services

Residents gave the highest marks to these City services.

- Police and Fire Protection
- Maintenance of Public Parks
- Public Library Services

Suggestions for Improving City Services

- Reduce traffic flow
- Address housing prices and rent control
- Improve mass transit, BART or light rail
- Repair or improve roads

Contributing to Quality of Life

Respondents were asked to rate the following aspects of quality of life in San José. A majority gave almost every item a positive rating of good or excellent.

- Appearance of local parks
- Physical attractiveness of residences and residential properties
- Condition of neighborhood street trees
- Availability of library services
- Adequacy of street lighting
- Condition of neighborhood streets
- Condition of landscaping on street medians
- Air quality
- Physical attractiveness of commercial buildings
- Safety of pedestrian crossings
- Number and variety of recreation programs



Downtown San José is safe: Perception of safety doesn't match statistics

Downtown San José has undergone a positive transformation over the past decade, reinventing itself as a vibrant destination with new housing and businesses, world class restaurants, museums, theatres and nightclubs.

"Statistics show crime is very low in downtown San José," said Police Chief Bill Lansdowne. "That's why I'm surprised that the City's recent Community Survey revealed that less than 35% of residents feel safe in the area at night."

Downtown San José has the highest concentration of police officers per capita in the city. As a result, downtown also has the fastest police response time in the city, with an average response time of 1 minute 53 seconds for top priority calls.

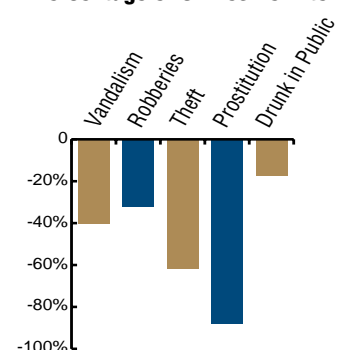
"Because downtown is a highly visible and successful destination for visitors, businesses, and residents, we place a very high priority on public safety in the area," said Lansdowne.

The downtown area is classified as an "Entertainment Zone" and has a specialized police unit of 25-35 officers assigned to it. This team of officers works with community members, along with club, restaurant and other business owners, to ensure the safety of the community.

In addition, bicycle patrols and beat officers regularly patrol the downtown district, and the horse mounted unit works the area with a focus on parks. The specialized metro unit also operates downtown, focusing on enforcement and prevention of street level crime such as drugs or prostitution. As a result, narcotics arrests have increased and prostitution is almost non-existent.

There has been a steady decrease in crime in downtown San José over the past 10 years. Calls for service have dropped by 4.3% and reported crimes have dropped 12.7%. In addition, there has been a dramatic decline in certain crimes. (See below.)

10-Year Reduction in Percentage of Crimes Downtown



Enthusiasm for parks, libraries big vote for improvement



Although he already has 3,000 books in his own home, Ernest Guzman still can't resist going to the library.

A lifelong advocate of public libraries and current chair of the San José Library Commission, Guzman and many others like him helped secure a brighter future for our city's libraries — and parks — by working to support two recent bond measures.

Libraries, along with parks and recreation facilities and programs, are among the highest ranking City services favored by residents. And when parks and libraries needed community support to get voter approval of Measures O and P in the November 2000 election, our residents came through in a big way.

Almost eight of every 10 voters said "Yes" to a \$211 million bond that will add six new branches and expand and renovate 14 existing branch libraries in San José. They also said "Yes" to a \$228 million bond that will pay for many of the improvements planned for the City's parks, community facilities and programs in the 20-year strategic plan known as the Greenprint. Since most municipal bond measures in California face a stiff challenge to capture the necessary two-thirds voter approval, achieving this level of support is an astonishing accomplishment by San José.

A passion for books

Guzman is one of thousands of San José residents who regularly visit one of the City's 17 branch libraries to get information or to check out a



book, magazine, video or CD.

"I have a real passion for books and libraries, and I'm not the only one," said Guzman who has actively supported the library since he moved to San José in 1988.

"Libraries are one of the most positive services a City can offer. People don't just turn to them in an emergency. They are a focal point for the community."

About 50 percent of all San José residents are active library users. Each year, nearly 8 million materials from the San José Public Library are circulated among San José residents, making it one of the busiest urban libraries in the U.S.

Even these impressive numbers are surpassed by the statistics on the use of parks and recreational facilities in San José. Research conducted as part of the Greenprint development process discovered that more than 600,000 San José residents (about 75% of the City's population) regularly use the City's parks and community centers for walking, games, sports activities, or just relaxing outdoors.



Success based on community input

Hundreds of volunteers worked on the campaigns for Measures O and P by walking precincts, making telephone calls, seeking endorsements, and obtaining donations.

Like many of the residents who supported the measures, Guzman devoted several hours a week to the campaign — time that was difficult to find because he was starting a new job that involved some travel, and he is a single parent of a seven-year-old daughter.

"Libraries were one of my favorite places when I was growing up," he said. "My parents only had seventh-grade education. Books were not a priority in my house, so I had to find them elsewhere when I was a kid. Books have brought a lot to my life, and I have a real passion to do what I can to keep libraries a vital part of this community."

The overwhelming approval of Measures O and P, however, did not come about solely because libraries and parks are popular. Both measures were carefully crafted to reflect the opinions and priorities of San

aries leads to bonds



José residents — information gathered from thousands of individuals.

In 1999, the City began the process of creating the Greenprint, a long-range plan to improve our parks and recreation facilities that would take up where the Leisure and Life 2000 plan, developed in the 1980s, left off. With the help of a 45-member community task force and a series of community meetings, the City learned what residents liked, what they didn't like, and what they wished they had when it came to parks, recreation programs, and community facilities.

Follow-up public opinion research identified the top priority projects for most residents — renovated facilities, more restrooms, more community programs, and an expanded trail system. These became the core of the 120 projects earmarked for funding by Measure P.

The development of the Library Master Plan followed a similar path: a task force to vision San José's Library in the new millennium; an advisory committee focused on branch facilities; community workshops throughout the city; focus

groups; and a survey of 6,000 library users.

Both the Library Master Plan and the Greenprint are considered models by other U.S. cities for master planning that reflects community values and priorities.

Continuing public involvement

One of the strategies of the Greenprint, according to Jim Norman of the Parks, Recreation and Neighborhood Services Department, is that it will keep renewing itself through an integrated community input process. "We have a built-in power source — our residents — to keep it moving," he said. "We will continue to tap into our 1,000 Adopt A Park volunteers, our 1,350 anti-graffiti volunteers, and the thousands of other community members who volunteer in recreation services and who have expressed their opinions about what our parks, community centers, and

programs should be like."

San José Library Director Jane Light confirmed that residents will also be actively involved in designing new library branches, remodeling existing branches, and in identifying the types of programs that will be appropriate for their neighborhoods.

Although the City's online "e-branch" gets as many visitors as traditional bricks-and-mortar libraries, Light said there is no decline in the number of people who are making use of their local library branch. In fact, the amount of materials circulated has increased 64 percent in the past five years.

"We really are designing facilities and programs appropriate for the 21st century," Light said. "It's the type of innovation you would expect from Silicon Valley." 🌅

First-Year Projects Funded by Measures O and P

The following projects are scheduled to break ground this year.

Playa del Rey Park	play area renovation
Cahalan Park	youth and tot lot renovation and restroom
Lone Hill Park	youth and tot lot renovation and restroom
Great Oaks Park	play area
Graystone Park	youth and tot lot renovation
Houge Park	play area renovation and restroom
River Glen Park	youth and tot lot renovation and restroom
Vista Park	youth lot renovation
Parma Park	youth and tot lot renovation

In addition, dozens of projects are currently in the land purchase or design phase including renovation of Happy Hollow Park & Zoo, construction of a new Blossom Hill branch library, reconstruction of the Berryessa branch library, construction of a new soccer complex and renovation of the Camden Community Center.

Policing that works

With a population nearing one million, it's surprising to some that San José, the nation's 11th largest metropolis, maintains its status as the safest big city in America. But this statistic is no accident. It's the result of effective strategies and strong community policing.



Officer T.J. Boyles demonstrates mobile data terminal technology to a group of youngsters.

"It is always a topic of conversation at law enforcement conventions, 'Why does San José have so few major crimes,'" say Police Chief Bill Lansdowne. "The whole country is watching this city very closely and trying to mimic what we do here."

The comparisons are startling. Last year, San José had 27 homicides, compared to 400 in Detroit, which is about the same size, or 302 in Baltimore, which is a little smaller than San José. Overall crime totals are down 14% in San José.

"We have created an environment in San José that discourages crime," Lansdowne said. "This community makes sure that quality education is available for everyone, and it values the diversity that we have in this Valley. Crime accompanies poverty and unemployment, but there is an opportunity in San José for everyone to be successful."

Community policing strategies can be credited for some of San José's low crime numbers. Project

Crackdown, which focuses intense City resources on specific areas where drug and gang-related crimes are high, has been very successful in restoring law and order to neighborhoods with problems.

San José's Project Crackdown is now being copied in other large cities like Dallas, Houston, and Chicago, and those cities send officers to receive training from the San José Police Department, which is nationally known for experience and expertise in this area.

Another key to the City's superior track record lies in how police resources are distributed. The City now has 16 divisions instead of 12. The new "fourth watch," from 5 p.m. to 3 a.m., puts more officers on the street during peak call times, when afternoon commute accidents, family disputes, drunk driving, and party brawls are more likely to occur.

Fire Department at the ready

Just as the Police Department is increasing efforts to decentralize and move more into the community, San José's Fire Department is adding more facilities throughout the city. A new fire station in the Evergreen Valley area brings the total number of fire stations to 31, and two others will be added soon in other parts of the city.

"We need enough facilities in the right locations so we can ensure emergency response within three to four minutes when a 9-1-1 call is placed," explains Mark Money, public information officer with the Fire Department. "Fire crews have to be ready and out the door within 45 seconds of receiving a call."

Paramedics are now assigned to all fire engines. That change, plus growth in the Valley, has dramatically increased the number of calls for fire services.

Connecting police with neighborhoods

Bringing convenient services into San José neighborhoods is a priority of the Police Department. More than a year ago, San José opened its first Community Policing Center in Westfield Shoppingtown Oakridge in the Almaden area. An additional center opened last October at Story and King roads, and two other centers are planned for the central and western sections of the city. These store-front locations are another way of increasing police presence in neighborhoods and making police services more accessible to residents — not just during emergency situations, but every day.

The centers also are staffed by volunteers, college interns from local law enforcement programs, and reserve officers. Police officers often stop by the centers to fill out reports or check computer files, saving the time they would use for a trip to the main Police Department for more patrol time on the street.

"Our emphasis is on being involved, accessible and responsive to the community's needs," said Lt. Steve Lewis.

Residents can use the Community Policing Centers to file reports, have children fingerprinted, or use the Megan's Law database to search for registered sex offenders who might be living in a specific zip code. Officers assigned to the centers also visit local schools to meet children and talk with them about safe and responsible behavior.



**Southern Community Policing Center
Westfield Shopping Town Oakridge**
947 Blossom Hill Rd.
(408) 360-8350

**Foothill Community Policing Center
Tropicana**
1155 S. King Rd.
(408) 254-5309

From sinks to sprinklers

With the help of nearly 60 miles of pipe that stretches from Alviso to Evergreen, many local businesses, golf courses and schools are going with the flow — irrigating lawns and landscapes with recycled water.

How is water recycled? All water used indoors (sinks, tubs, and toilets) is piped to the San José/Santa Clara Water Pollution Control Plant for purification and disinfection. Most of the treated water is discharged into San Francisco Bay, but a portion can now be sent through the pipeline for re-use.

Although not approved for drinking, the quality and safety of the plant's recycled water is strictly monitored by the U.S. Environmental Protection Agency, the Regional Water Quality Control Board, and the State Department of Health Services. Recycled water is kept separate from potable water and is delivered in a color-coded

purple pipe for quick identification. Recycled water is less expensive than potable water and has proven to be excellent for large-scale turf irrigation.

During summer months, the South Bay Water Recycling program provides an average of 8 million gallons per day of recycled water for irrigation at more than 270 schools, golf courses, corporate campuses, parks, cemeteries, and agricultural lands in San José, Santa Clara and Milpitas. A lesser amount is used year round for industrial cooling and processing.

Re-using this water instead of discharging it into the southern end of San Francisco Bay helps protect the salt marsh habitat that two endangered species, the California Clapper Rail and Salt Marsh Harvest Mouse, need to survive. It also provides a drought-proof supply of fresh water.

This is the third straight year the plant has kept its average waste

water discharge to below 120 million gallons per day during the summer, thereby meeting state requirements for protecting sensitive salt marsh habitat. This was accomplished through water recycling and an ultra — low flush toilet campaign, and avoids the need for more stringent water conservation techniques.

The South Bay Water Recycling program is a joint project of the cities of San José, Santa Clara, Milpitas, the San José Water Company, Great Oaks Water Company, and the Santa Clara Valley Water District.

To explore the salt marsh and view its wildlife, visit the National Wildlife Refuge in San José. For more information, visit the refuge website at www.r1.fws.gov/sfbnwr or call (408) 262-5513. For more information about using recycled water in San José, visit the program's website at www.ci.san-jose.ca.us/sbwr or call (408) 945-3747.

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The Airport Flyer runs daily from 5:30 a.m. to midnight. You can catch it every 10 minutes Monday-Friday and every 15 minutes Saturday and Sunday—until 7:00 p.m.,

when the schedule changes. For schedule information, call Caltrain at (800) 660-4287, TDD (650) 508-6448, or VTA at (408) 321-2300, TDD (408) 321-2330.





Spotlight on City Services

In each issue of Inside San José, we will highlight different City programs and services available to residents.

Paint Grant Program

Give your house a lift. The Housing Department's Paint Grant Program provides a free exterior painting service for income-qualified homeowners and owners of rental properties. The program includes up to two colors of paint (three for Victorian homes and other historic buildings) and in some cases covers the cost of preparation work and minor repairs.

If you own and occupy your home and your gross annual household income is not more than the Santa Clara County median-income standard, the program will pay 100% of the cost of painting the exterior of your single-family home or mobile home to a maximum of \$5,000.

If you own a residential rental property with at least 51% of the units occupied by low-income tenants, the program will pay a portion of exterior painting costs. For properties with one to four units, the program covers 100% of the cost of exterior painting. For properties

with five or more units, the program will pay 90% for exterior painting.

For more information about paint grants, call the Housing Department, (408) 297-5273 or fax your request to (408) 277-7009.

One-Stop Career Center

Looking for career assistance? San José operates a One-Stop Career Center where you can take advantage of excellent resources for job seekers and employers. The One-Stop Career Center serves all job seekers in Santa Clara County, focusing on unemployed adults, CalWORKS participants, dislocated workers and youth.

You can find job listings and directories, labor market information, and data on local occupations in demand. Center staff can provide information on education, in-depth counseling, basic skills training, and on-the-job training. Support services including child care, transportation vouchers, housing support, clothing, and groceries, are also available to those who qualify.

The center partners with community-based-organizations, vocational schools, community colleges, California Employment Development Department, Department of Rehabilitation and labor organizations. Center staff also works closely with employers to provide specialized services. The One-Stop Career Center is part of services provided under the federal Workforce Investment Act.

For more information, visit the center at 690 Locust St. in San José, or call (408) 920-2548.



City of San José

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www.ci.san-jose.ca.us

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801 N. First St., 2nd Floor
(408) 277-4205



Taking service to a new level

San José's new Customer Service Call Center surprises many first-time users. Not only are phone calls answered by a real person rather than an automated system, but Call Center staffers are ready to do whatever it takes to get the question answered or the problem solved.

The personalized service and responsiveness of the Call Center is startling and pleasing to San José residents.

"Operating a City of this size is a complicated business, and we know that it can be hard for the average resident to know who and where to call. Our job is to make it easier for them to get the information they need and to make

City Hall accessible in a new and better way," said Dottie Disher, customer service manager for the City of San José.

Disher said the new Call Center, which was showcased in the recent State of the City address, is different from traditional City Hall switchboards in several ways. To begin with, it doesn't close at 5 p.m. — it operates 24 hours a day, seven days a week.

"We know it's going to take awhile for residents to realize that they can call the City, and reach someone, during the evening or on weekends," Disher said. "But being responsive means being available when things come up."

It also means knowing the answer, so the Call Center has created a comprehensive, detailed database of information about City programs and services to help give callers accurate answers quickly and efficiently. Callers who do not speak English are accommodated with a language translation service.

Most calls fit into one of three categories:

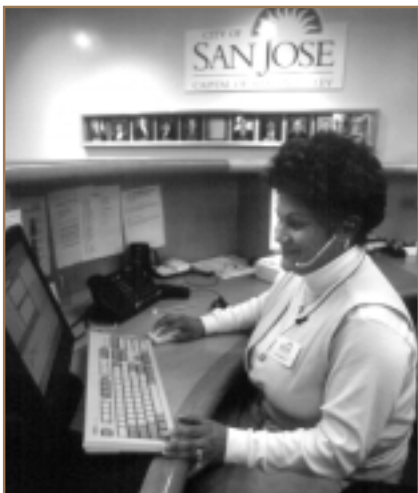
- General information — who, what, where, how do I get there, where do I park, and other straightforward questions that have straightforward answers.

- Service requests — calls that point out a problem that needs to be fixed, such as a tree blocking a sign, a pothole, a abandoned shopping carts, or a stop sign that has fallen.

- Concerns and complaints — the more difficult, complex calls that may require research and follow-up by Call Center staff.

The Call Center is one of several new approaches the City of San José is using to better respond to resident needs and concerns. It responds to the one concern that topped the list of resident suggestions in a public opinion survey asking how the City could improve customer service. Residents said they wanted to speak to a live person when calling the City.

"It's all about accessibility, responsiveness, and the commitment to quality service," said Disher. "We hope having one central number to call and having that call answered by someone who will be patient and stick with it until the caller is satisfied will help improve services to our residents and businesses."



Nora Pimentel fields phone calls at the new Customer Service Call Center.

<p>NEW!</p> <p>ACCESS san José</p> <p>get in touch with your city</p>	<p>Customer Service Call Center</p> <p><i>Someone is available 24/7 to answer questions, provide information and help resolve concerns.</i></p> <p>(408) 277-4000</p>	<p>San José InfoLine</p> <p><i>Recorded information about City programs and services.</i></p> <p>(408) 277-8500</p>	<p>City Website</p> <p><i>Learn about City services, browse the library catalog or do business online.</i></p> <p>www.ci.san-jose.ca.us</p>
	<p>CivicCenter TV</p> <p><i>Tune in for live broadcasts of City Council meetings.</i></p> <p>Cable Channel 37A</p>	<p>311</p> <p><i>Report situations such as noise disturbances, parking complaints and crimes NOT in progress.</i></p> <p>Police Non-emergency</p>	<p>911</p> <p><i>Call 9-1-1 in the event of a police, fire or medical emergency.</i></p> <p>Emergency</p>

Quality of Life

Continued from page 3

The survey was conducted by the independent market research firm of Fairbank, Maslin, Maullin and Associates as part of the City's *Investing in Results* initiative. The firm conducted telephone interviews with 1,000 randomly selected San José residents over age 18. The City will conduct regular surveys in the future.

A Safe Community

Most San José residents feel safe walking around during the day. Some 92% of respondents said they feel safe in their neighborhood during the day and 70% still feel safe in their neighborhoods after dark. In contrast, just 46% feel safe at night in the park nearest their house. While we don't know how many of those who answered the survey have

visited our revitalized downtown, the number of people who feel safe downtown at night is just 30%.

(For the real downtown safety story, see *Downtown San José is Safe*, page 3.)

Top Issues Facing our Community

When asked to name the most serious issue facing the city, 28% mentioned traffic congestion and 25% named housing costs. Residents said they want the City to take additional measures to address these concerns. About 63% of residents said they find the flow of traffic in their neighborhoods to be acceptable, but two-thirds label rush-hour traffic on city streets as unacceptable, and almost four out of five say the same for rush-hour traffic on local freeways and expressways.

Residents also expressed concern about the rate of growth and development they perceive to be under way in San José. Only 32% of respondents rated the City's handling of growth as

excellent or good, while 26% rated it poor or extremely poor.

Focused on Customer Service

San José residents are quite pleased with the services they receive from City employees. More than three-quarters of those surveyed, who had recent contact with the City of San José, were satisfied or very satisfied with the courtesy (83%), competence (77%), and timeliness (78%) of the services they received. In addition, 77% of respondents surveyed, who had recent contact with a police officer, rated the officer as courteous and pleasant to deal with. Some 72% rated officers as helpful, and nearly two-thirds of those polled believe the San José Police Department treats members of the public fairly. 🌅

One of the nation's best-managed cities

The City's community survey revealed another surprising perception. Just 26% of survey respondents said the City was doing a good or excellent job of managing city government finances. This was the lowest ranking of 26 services residents were asked to evaluate. Some 27% said the City was doing just an average job and 33% said they didn't know.

The City of San José has a long record of excellence in financial management.

One measure of the City's financial strength is reflected in its bond ratings. In August 1999, the City received one of the highest bond ratings in California — a general credit rating of "AA1" from Moody's rating agency. The City's Financing Authority recently received a bond rating upgrade to a "AA-" from Fitch rating agency. These ratings mean that investors regard San José as a city with excellent financial management.

For the 12th straight year, the City has received a Certificate of Achievement for Excellence in Financial Reporting from the

Government Finance Officers Association (GFOA), and for the ninth consecutive year, the City received the Distinguished Budget Preparation Award from GFOA. For the 11th time, the City received the Award for Outstanding Financial Reporting from the California Society of Municipal Finance Officers (CSMFO).

These awards recognize San José's professional standards in reporting and reflect a high level of quality in the City's financial statements and accounting system.

This year, the City also received the Excellence in Financial Reporting Award from the Institute of Internal Auditors, an international organization based in Queensland, Australia. In addition, we are the only major city in the United States producing and publishing its audited financial statements in less than 90 days.



We Want Your Feedback

We want to know what you think about our new community newsletter, *Inside San José*. Our goal is to keep residents informed of City issues and aware of all the City services and programs available. But the effort is only worthwhile if it provides information that is useful and meaningful to you. Please send us your comments and suggestions.

Inside San José
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801 N. First St. Rm. 436
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(408) 277-5849
InsideSanJose@ci.sj.ca.us

Construction Update

Construction is on schedule for the new Dr. Martin Luther King, Jr. Library, a joint project of the City of San José and San José State University. To see a bird's-eye view of the construction site, photographed hourly from the San José State University Tower Hall, log on to www.inetonsite.com/onsite. Select the Redevelopment Agency, City of San José and enter the password SJJL. For information about the project, call (408) 277-8481; or e-mail sharon.russell@ci.sj.ca.us.

City staff is working with the Valley Transportation Authority (VTA) on development and construction activities associated with three new light rail stations planned for Vasona, Tasman East and Capitol.

Work on the **Route 87 freeway project** to convert Guadalupe Parkway between Julian Street and Route 101 to a six-lane freeway continues. The Taylor Street Interchange, a new detour road between Mission Street and Interstate 880, and grading and embankment north of I-880 are under construction.

Work on the **Airport's new commercial aviation runway** is about 60% complete. Construction of the **Fire Station #30 remodel project** is nearing completion. Design of the **West Valley Branch Library replacement** will be completed in June and the construction contract award is expected in August 2001. The **Coyote Creek Trail at Yerba Buena**, a project to connect City and County portions of the trail, is nearly complete.



Sign up for wild volunteer fun

If you love animals and children, learning new things, and being around others with the same interests, then Happy Hollow Park and Zoo may have the right volunteer opportunity for you.

Happy Hollow seeks volunteers to serve as docents, keeper aides and train operators. Volunteer board members are also needed.

Docents give the public an up-close, hands-on experience with many zoo animals. They educate the public about animals both at the zoo and in the community, visiting schools, libraries and senior centers. Docents also host tours, present zoo artifacts, and support education staff in zoo classes. Docents complete a 20-hour training program and commit to an average of six volunteer hours per month.

"I've been a docent since 1996 and it's like being a part of one big family," said volunteer Docent Stan Rosenbaum, a retired IBM Engineer. "My work is very rewarding and gives me a sense of fulfillment."

The Keeper Aide program is perfect for those who enjoy the outdoors and a little physical work. Keeper aides help with daily animal care routines, cleaning animal enclosures and exhibit windows. Keeper aides complete a four-hour training class and commit to four hours a day, one-day a week or every other week.

"Working as a Zoo Keeper is my career goal, and so my volunteer work is providing me with pre on-the-job exposure," explained John Beaver, who is planning to attend Southern California's Moorpark College Animal training program this Fall. "It's hard work, but in the end it's all worth it."

To learn more about these programs, and other volunteer opportunities at Happy Hollow, contact Paula Shelton, (408) 277-3497.



Recently Completed Projects

Bernal Park

Replaced existing restrooms.

Evergreen Community Center

Expanded existing parking lot with 39 new spaces.

Fire Station #15

Completed seismic upgrade.

Almaden Road Median Island

Between Alma Avenue and San Jose Avenue, constructed street landscaping.

Calabazas Ballfield

Renovated ballfield.

La Racione Community Garden

Constructed new community garden.

Starting **March 22**
at **San José Public Library:**

"Losing Geography, Discovering Self"

A series of FREE programs exploring the discovery of self in art and literature that can accompany the loss of place.



Featuring:

Gary Soto, Bobbi Salinas,
Andrew X. Pham, Pilar Agüero,
Joe Silva and Chitra Divakaruni

For information & ADA requests:
(408) 277-4822 or 277-2858 (TDD)
www.sjpl.lib.ca.us

An initiative of the American Library Association, with major support from the National Endowment for the Arts, Wallace-Reader's Digest Funds, and the John S. and James L. Knight Foundation.

Doing our part to conserve energy

In light of California's energy crisis, the City of San José is making a commitment to do its part by reducing energy use by 10%. All employees are being encouraged to help in this effort at their work stations, as well as at home. With your help too, we can make a difference.

Here are a few simple ways to reduce energy consumption:

Lower the thermostat. Heating and cooling uses about 44% of a home's energy. For every degree you lower your heat in the 60-degree to 70-degree range, you'll save up to 5% on heating costs. Try lowering your thermostat to 55 degrees each night before you go to bed or consider buying a programmable thermostat that can automatically regulate the temperature in your home.

Turn down the water heater. By reducing the setting on your water heater to 120 or 140 degrees, you can save on energy costs and still have plenty of hot water.

Eliminate wasted energy. Turn off lights in unoccupied rooms. Unplug that spare refrigerator in the garage if you don't truly need it — it can add 10-25% to your electric bill. Turn off kitchen and bath-ventilating fans after they've done their job.

For more energy-saving tips, visit the California Energy Commission's Consumer Energy Center website at www.consumerenergycenter.org or call them at 1-800-555-7794.

SAN JOSE FAMILY CAMP THE SIERRA'S BEST KEPT SECRET



San José Family Camp is a scenic 40-acre campground just outside of Yosemite National Park featuring:

- Summer Family Camp program from mid June through August
- One low price includes complete meal service and tent cabin rental.
- Activities include nature oriented crafts, skits, campfires, swimming, hikes, fishing, other sports and more.
- Fort Tuolumne offers supervised play for youngsters (not licensed daycare).

Call for a brochure and registration information.



San José Family Camp Office
Leininger Center
1300 Senter Road
San José, CA 95112
Phone: 408-277-4666
Fax: 408-277-3270



Please send us your comments and suggestions.

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